



G-Cloud 15 Service offerings

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About Us

NatQuest is a UK-based digital transformation and AI solutions provider specialising in procurement, tenders, supply chain and commercial transformation for the public sector. We help contracting authorities modernise procurement operations, improve transparency, and deliver better value for money through secure, compliant and responsible use of digital and AI technologies.

We combine deep procurement domain expertise with technology-enabled delivery, supporting public sector organisations to move away from manual, fragmented processes towards efficient, auditable and data-driven procurement models. Our services are designed specifically for regulated environments where compliance, fairness, accountability and governance are critical.

NatQuest delivers solutions across the UK and internationally, working with public sector bodies, government-adjacent organisations and regulated enterprises. Our focus is always on practical delivery and measurable outcomes rather than theoretical or advisory-only engagements.

Digital, AI and Transformation Capability for Public Sector Procurement

NatQuest has proven capability in delivering digital, AI-enabled and operational transformation services tailored to public sector procurement and commercial functions.

We support contracting authorities across the procurement lifecycle, including:

- Digital transformation of end-to-end procurement and tendering processes
- AI-assisted tender development, evaluation and compliance checking
- Automation of repetitive and time-intensive procurement activities
- Procurement process redesign aligned to public sector policy and frameworks
- Data-driven insights to improve procurement performance and supplier outcomes
- Responsible adoption of AI with clear governance and human oversight

All solutions are designed to align with UK public sector requirements for transparency, auditability, data protection and explainability, ensuring that AI supports – rather than replaces – professional judgement and accountability.

Our Approach

Our approach is agile, outcome-focused and collaborative, enabling public sector organisations to adopt digital and AI capabilities safely and at an appropriate pace.

We follow four core principles:

1. Understand the operating context

We work closely with stakeholders to understand procurement objectives, regulatory requirements, digital maturity and organisational constraints.

2. Design for compliance and assurance

Solutions are designed with compliance, auditability and governance embedded from the outset, supporting public sector accountability obligations.

3. Deliver iteratively using agile methods

We apply agile delivery methods, enabling early value, reduced risk, and continuous refinement based on user feedback and operational insight.

4. Embed capability and support change

We provide training, documentation and knowledge transfer to ensure sustainable adoption and long-term value.

This approach supports both short-term engagements and larger transformation programmes delivered through the G-Cloud framework.

Technology-Enabled Expertise as a Service – SCMGenius AI

NatQuest delivers services through SCMGenius AI, our technology-enabled “expertise as a service” platform for procurement and supply chain transformation.

SCMGenius AI combines:

- Secure AI-powered procurement and tendering tools
- Structured digital workflows that support evaluation, compliance and audit

- On-demand access to experienced, CIPS-qualified procurement professionals

This model enables public sector organisations to access flexible, scalable expertise supported by digital and AI capabilities, without the rigidity or cost of traditional consultancy models. Services can be delivered remotely and securely, tailored to specific procurement challenges or transformation objectives.

Innovation and Agile Delivery

Innovation at NatQuest is focused on practical improvement and responsible adoption, not experimentation for its own sake. We continuously innovate to help public sector clients improve efficiency, consistency and outcomes while maintaining control and compliance.

Our agile delivery approach includes:

- Incremental deployment of digital and AI capabilities
- User-centred design aligned to real procurement workflows
- Continuous feedback loops and rapid iteration
- Clear delivery milestones and measurable outcomes
- AI capabilities introduced with clear human oversight and controls

This ensures solutions remain adaptable to policy changes, organisational needs and evolving procurement requirements.

Quality, Security and Professional Standards

NatQuest operates to high standards of quality, security and professional assurance.

- Cyber Essentials Certified

We are certified under the UK Government's Cyber Essentials scheme, demonstrating compliance with baseline cyber security controls to protect systems and data against common threats.

- CIPS-Qualified Expertise

Our delivery teams include CIPS-qualified procurement professionals, ensuring all services are grounded in recognised procurement best practice, ethical standards and regulatory understanding.

- Digital Innovation Engagement

NatQuest is an ecosystem member of the Digital Cooperation Organisation (DCO) ecosystem, reflecting our active engagement with the digital economy globally.

- Secure, Auditable Delivery

Our platforms and services are designed with role-based access, audit trails and data protection by design, supporting transparency and assurance requirements.



CERTIFICATE OF ASSURANCE

NatQuest Limited

Blue Square, 272 Bath Street Glasgow G2 4JR

COMPLIES WITH THE REQUIREMENTS OF THE CYBER ESSENTIALS SCHEME

NAME OF ASSESSOR : Tharun Jagathish Udayasankar

CERTIFICATE NUMBER : 7920a4dd-1ae6-4170-8917-1b0f7403b8d5

DATE OF CERTIFICATION : 2025-03-26

PROFILE VERSION : 3.1 (Montpellier)

RECERTIFICATION DUE : 2026-03-26

SCOPE : Whole Organisation



SCAN OR CODE TO VERIFY THE AUTHENTICITY OF THIS CERTIFICATE

CERTIFICATION MARK



CERTIFICATION BODY

CYBER ESSENTIALS PARTNER



The Certificate certifies that the organisation was assessed as meeting the Cyber Essentials implementation profile and thus that, at the time of testing, the organisation's ICT defences were assessed as satisfactory against commodity based cyber attacks. However, this Certificate does not in any way guarantee that the organisation's defences will remain satisfactory against a cyber attack.

Sustainability and Responsible Business

NatQuest is a member of the SME Climate Hub, reflecting our commitment to responsible business practices and climate action. We recognise that efficient, transparent and digitally

enabled procurement can play a key role in reducing waste, improving resource efficiency and supporting sustainable supply chains across the public sector.

We are also committed to ethical and responsible use of AI, ensuring transparency, explainability, proportionality and human accountability are embedded in all solutions we deliver.

Service Descriptions

Intelligent Tender Management Support Services

Description

NatQuest Offers Support services to help organisations configure, adopt, and operate OpenTender.AI effectively, ensuring compliant, transparent, and efficient tender management across the full procurement lifecycle.

Features

- OpenTender.AI configuration and optimisation
- Tender workflow and governance setup
- AI-assisted evaluation support
- Human-in-the-loop controls
- Transparency and auditability advisory
- Live tender operational support
- User onboarding and training
- Knowledge transfer and exit planning

Benefits

- Reduces tender administration effort
- Improves evaluation quality and consistency
- Increases confidence in AI-assisted tendering
- Improves transparency and audit readiness
- Accelerates tender delivery timelines
- Reduces procurement operational risk
- Maximises value from OpenTender.AI

Procurement Technology Training & Capability Development

Description

NatQuest offers a Training and capability-building support to upskill procurement teams in using digital and AI-enabled procurement tools effectively and confidently.

Features

- AI-assisted tendering training
- Digital procurement tools training
- Human-AI collaboration workshops
- Role-based learning programmes
- Practical evaluation exercises
- Knowledge transfer planning
- Skills gap assessment support

Benefits

- Improves procurement team productivity
- Builds internal digital capability
- Reduces reliance on external suppliers
- Improves decision-making quality
- Increases confidence using AI tools
- Maximises technology return on investment
- Supports long-term capability growth

AI-Powered Procurement Advisory & Readiness Support

Description

NatQuest Advisory support helping public sector organisations assess readiness for AI in procurement, identify appropriate use cases, and develop safe, compliant AI adoption strategies aligned with public procurement regulations and organisational objectives.

Features

- AI procurement readiness assessments
- Procurement process and data maturity analysis
- AI use-case identification and prioritisation
- AI procurement strategy and roadmap development
- Ethical and responsible AI advisory
- Regulatory and compliance guidance
- Business case and investment support
- Stakeholder engagement facilitation

Benefits

- Reduces risk of inappropriate AI adoption
- Improves confidence in AI procurement decisions
- Accelerates informed AI implementation
- Ensures regulatory and ethical compliance
- Improves procurement efficiency outcomes
- Enables controlled and transparent AI use
- Supports value-for-money decision-making

Procurement Process Digital Transformation Support

Description

NatQuest offers Support to transition procurement teams from manual or fragmented processes to digital and AI-enabled workflows, improving efficiency, transparency, and adoption of cloud-based procurement solutions.

Features

- Procurement workflow mapping and analysis
- Digital transformation maturity assessment
- Process redesign for cloud procurement
- Automation opportunity identification
- Change management and adoption support
- Stakeholder engagement planning
- Implementation transition support
- Knowledge transfer and exit planning

Benefits

- Reduces procurement cycle times
- Improves consistency and auditability
- Reduces administrative workload
- Increases digital tool adoption
- Improves cross-functional collaboration
- Supports sustainable transformation outcomes
- Enhances procurement governance

Digital Transformation as a Service

Description

NatQuest offers a Digital Transformation as a Service supports organisations to modernise operations by transitioning from manual or fragmented processes to digital and AI-enabled

workflows. The service focuses on improving efficiency, transparency, and adoption of cloud-based systems across business functions.

Features

- Business process discovery and mapping
- Digital maturity and readiness assessment
- Cloud-first process redesign
- Automation and AI opportunity identification
- Change management and adoption support
- Stakeholder engagement and communications planning
- Implementation and transition support
- Knowledge transfer and exit planning

Benefits

- Reduces operational cycle times
- Improves consistency and auditability
- Reduces manual effort and rework
- Increases adoption of digital systems
- Improves cross-functional collaboration
- Supports scalable transformation outcomes
- Strengthens organisational governance

Responsible AI Lifecycle Management for Procurement Systems

Description

NatQuest offers support for planning, deploying, governing, and optimising AI systems used in procurement, ensuring responsible, transparent, and compliant use throughout the AI lifecycle.

Features

- AI deployment and optimisation support
- Responsible AI governance framework design
- Bias and fairness assessments
- Explainability and transparency support
- AI performance monitoring
- Risk and issue management
- Audit-ready documentation support

Benefits

- Reduces AI bias and risk
- Improves transparency of AI decisions
- Increases trust in AI outputs
- Supports audit and scrutiny requirements
- Enables sustainable AI operations
- Protects organisational reputation
- Ensures compliant AI use

Procurement Data Migration & AI Readiness Support

Description

NatQuest offers support to migrate, structure, and prepare procurement data for use in cloud-based and AI-enabled procurement systems, improving data quality and accessibility.

Features

- Historical procurement data migration
- Data cleansing and structuring
- Tender document classification
- Knowledge base creation
- Data governance configuration
- Access control setup
- AI data readiness assessment

Benefits

- Improves data quality and usability
- Accelerates AI tool onboarding
- Reduces data-related AI risks
- Enables better reuse of knowledge
- Improves procurement insight availability
- Supports compliant data management
- Enhances decision-making accuracy